



PATENT  
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Carl Schoeneberger et al.

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER  
ARCHITECTURE**

) Group Art Unit:

) Examiner:

**TRANSMITTAL LETTER**

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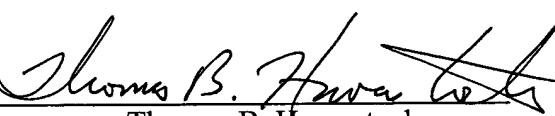
Sir:

Enclosed please find a Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

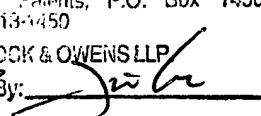
Dated: 10/21/03

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicant

CERTIFICATE OF MAILING (37 CFR § 1.8(f))

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Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

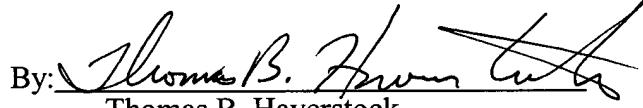
- U.S. Patent No. 6,046,762;
- “Declaration of Kevin McPartlan”, 2 pp.;
- “Declaration of Carl Schoeneberger”, 2 pp.;
- Dr. D. E. Brown, “The Interaction Center Platform™”, Interactive Intelligence, April 6, 2001, pp. 1 of 31;
- M. Taylor, “Integrated Versus Unified CTI - What’s the Difference?”, Interactive Intelligence, <http://www.inin.com/news/presscoverage/presscoverage.asp?id=14>, August 2, 2001, pp. 1 of 9;
- CosmoCom, “CosmoCall Universe™ Technology Overview”, <http://www.cosmocom.com/Productinfo/techover.htm>, August 2, 2001, pp. 1 of 3 and;
- “Using SNMP to Manage Your Call Center More Efficiently”, 2001 Aspect Communication Corporation, 12 pp.

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This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 10 - 21 - 03

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicant

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FORM PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00101		Serial No.: 10/632,615	
OCT 23 2003 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) (37 CFR § 1.98(b))				Applicant: Carl Schoeneberger et al.			
				Filing Date: July 31, 2003		Group Art Unit:	
U.S. PATENT DOCUMENTS							
Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	6,046,762	04/04/00	Sonesh et al.	348	16	03/01/97
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						
FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS							
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation
							Yes
	AP						No
	AQ						
	AR						
	AS						
	AT						
OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)							
	AU	"Declaration of Kevin McPartlan", 2 pages					
	AV	"Declaration of Carl Schoeneberger" 2 pages					
	AW	Dr. D. E. Brown, "The Interaction Center Platform™", Interactive Intelligence, April 6, 2001, pp. 1 of 31					
	AX	M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, <a href="http://www.inin.com/news/presscoverage/presscoverage.asp?id=14">http://www.inin.com/news/presscoverage/presscoverage.asp?id=14</a> , August 2, 2001, pp. 1 of 9					
	AY	CosmoCom, "CosmoCall Universe™ Technology Overview", <a href="http://www.cosmocom.com/Productinfo/techover.htm">http://www.cosmocom.com/Productinfo/techover.htm</a> , August 2, 2001, pp. 1 of 3					
	AZ	"Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect Communication Corporation, 12 pp.					
	BA						
	BB						
	BC						
Examiner:				Date Considered:			
EXAMINER:		Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.					